Name of the Work: Supply of Handheld Dual-Biometric attendance devices with thumb and face recognition system along with software and operation & maintenance of the same with SIM and data charges for 2 years from the date of supply

Tender No: EE-3/H&S/TEND/ 03/2024-25

Date of Pre-Bid Meeting 19.11.2024

Sl No	Queries Received from the bidders		Replies
	RFP Reference	Queries	
1	**Section 2 A (b): Scope of Tender**, BBMP intends to migrate to Aadhaar based system in the time span of 3 – 6 months from the date of initial operation, the system (including the HHT and application software module) should facilitate the same in smooth transition (including the entry of adhaar numbers and associate with the finger prints) without any additional financial implications	Please clarify on at present the attendance will be taken with Aadhar or With out Aadhar, because UIDAI had made mandate for L1 Finger print scanners if to do Aadhar authentication. And L1 scanners cannot be used for non Aadhar authentications. In such case bidder has to be provide the terminals with L0 finger for present requirement if not to be integrated with Aadhar attendance and latter change the Finger print sensors to L1 category in further if BBMP intends to migrate to Aadhar based system which is involved with costing for enhancement of hardware and application / software, Please clarify.	In case BBMP intends to upgrade the dual-biometric devices to Aadhaar based dual-biometric system in future, the same dual-biometric devices must be capable of upgrading to Aadhaar based without any additional financial implications to BBMP. Hence, Tender condition prevails.
2	**SECTION VI , Technical Specifications for Handheld Dual-Biometric attendance devices with thumb and face recognition system along with software and operation & maintenance of the same with SIM and data charges for 2 years**, Sl no (12) Peripheral Ports : USB 2.0 OTG & Barrel Jack.	We request to please clarify on the purpose of Barrel Jack in the terminal hardware.	Barrel Jack/ USB Type-C for charging.
3	**SECTION VI , Technical Specifications for Handheld Dual-Biometric attendance devices with thumb and face recognition system along with software and operation & maintenance of the same with SIM and data charges for 2 years,** Sl no 18.) IP65 Compliant & Compact: IEC 61000-4-2, Level 3; IEC 61000-4-3, IEC 61000-4-4, IEC 61000-4-5, IEC 61000-4-6, Device should be rugged enough for field usage and the overall weight of the handheld device including carry case should be less than 500 gms since the machine is required to be mobile. Easy to carry in field. Water and dust proof. IP 65 Certification to be provided	As the terminal has to be customised to fit in to a cabinet and internally to integrate the Finger print scanner, USB 2.0 peripheral ports, external adaptor, battery for replacement, and hence could not be an IP 65 certified and hence we would like to request as IP 54 certification having with Water and dust proof. Also request to consider minimum weight of 1000gms for having a terminal protected with industrial grade quality Cabinet. Please consider and amend the specification accordingly.	Tender Condition prevails

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4	**SECTION VI , Technical Specifications for Handheld Dual-Biometric attendance devices with thumb and face recognition system along with software and operation & maintenance of the same with SIM and data charges for 2 years,** Sl no 19.) Finger Print Scanner Finger Print Device Specification: High Performance Capacitive Fingerprint Sensor (500dpi), STQC Certified L1 sensor.	As mentioned in point 1 clarification if the terminal has to supplied with integrated L1 finger print scanner it can be used only for Aadhar authentication attendance form the day one of the supply. Please clarify. Also we request to consider any L1 UIDAI certified finger print scanner and not restrict only to Capacitive Fingerprint (500dpi) L1 certified Sensor as it restricts the competition and hence request to make it as " High Performance Optical / Capacitive / Thermal Fingerprint Sensor (500dpi), STQC Certified L1 sensor. " Please consider.	Tender Condition prevails
5	**SECTION VII, QUALIFICATION CRITERIA,** sl no 4. The Bidder should possess the CMMI Level-3 Development Certification as on the date of bid and shall upload the necessary supporting documents.	We request to make CMMI Level-3 as optional because point no 3 of the section is already asking for The Bidder should possess the following certificates as on the date of the tender (Copies of the certificates shall be uploaded) a) ISO 9001:2015 QMS, b) ISO 27001:2013 c) ISO 20000-1:2018 IT service Management system. d) ISO 45001:2018 For Environmental, Health and safety. Please consider and amend to have more participants in the bid.	Tender Condition prevails
6	**ANNEXURE 1, Format for Affidavit certifying that the Entity is not blacklisted**, Anti-Blacklisting Affidavit : I, M/s. ..... (Sole Applicant / Lead Member/ Other Member /s), (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter/s / director/s are not barred by BBMP / any other entity of GoK or blacklisted by any state government or central government / department / agency in India from participating in Project/s, either individually or as member of a Consortium as on the (Proposal Due Date).	We request to modify and make it as to have with " I, M/s. ..... (Sole Applicant / Lead Member/ Other Member /s), (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter/s / director/s are not barred by BBMP / any other entity of GoK, termination of Contract / services, had work withdrawn, ineligible for corrupt & fraudulent practices or blacklisted by any state government or central government / department / agency in India from participating in Project/s, either individually or as member of a Consortium as on the (Proposal Due Date). The Bidder/OEM must not have, during the last Five years, failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or an arbitration award against the bidder/OEM, nor been expelled from any project or agreement nor have had any agreement terminated for breach of contract by such bidder/OEM and has been convicted by any court of law."	Tender Condition prevails

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7	**SECTION VI - Technical Specifications for Handheld Dual-Biometric attendance devices with thumb and face recognition system along with software and operation & maintenance of the same with SIM and data charges for 2 years,** Sl No 1 OS :- Android 10.0 or Above	Requesting to allow- Managed OS : Anroid 9 or above. A version of Android that is centrally managed and configured by organizations using Enterprise Mobility Management (EMM) solutions or Mobile Device Management (MDM) software. It is tailored for business or enterprise use, ensuring security and compliance. Restricts user permissions (e.g., limiting app installations, disabling certain features). Ensures devices follow organizational policies. Enforced security policies like encryption, remote wipe, or blocking unapproved apps.	Tender Condition prevails
8	**SECTION VI - Technical Specifications for Handheld Dual-Biometric attendance devices with thumb and face recognition system along with software and operation & maintenance of the same with SIM and data charges for 2 years,** Sl No (2) CPU Quad core with 1.3 GHz or higher	Requesting to amend this clause with: CPU Dual core with 1.5 GHz or Quad core with 1.3 GHz or higher The revised processor specifications ensure efficient performance, meeting operational requirements while allowing flexibility in hardware choices, thereby optimizing the overall cost-effectiveness of the solution	Tender Condition prevails
9	**SECTION VI - Technical Specifications for Handheld Dual-Biometric attendance devices with thumb and face recognition system along with software and operation & maintenance of the same with SIM and data charges for 2 years,** Sl.No. (3) Memory RAM: 2GB, Flash: 16GB	Requesting to amend this clause with: Memory RAM: 1GB, Flash: 8GB.The proposed specifications are sufficient to handle user storage requirements, which are expected to be between 50 and 100 per device. These changes ensure that the performance remains unaffected while optimizing costs to align with the budgetary constraints of the RFP.	Tender Condition prevails
10	**SECTION VI - Technical Specifications for Handheld Dual-Biometric attendance devices with thumb and face recognition system along with software and operation & maintenance of the same with SIM and data charges for 2 years,** Sl.No. (19): Finger Print Scanner Finger Print Device Specification High Performance Capacitive Fingerprint Sensor (500dpi), STQC Certified L1 sensor.	Requesting to allow : High Performance Capacitive Fingerprint Sensor or optical fingerprint sensor (500dpi), STQC Certified L1 sensor. Capacitive Sensors are more sensitive to skin conditions that affect conductivity (e.g., wet, oily, or dry fingers), while Optical Sensors are Less affected by skin conditions like dryness, wetness, or dirt because they rely on light reflection/refraction. Capacitive sensors are Struggles with very dry or rough skin due to weak electrical signals, where optical sensors are Can still detect patterns even if the finger is slightly smudged or dirty, provided the fingerprint ridges are distinguishable.	Tender Condition prevails

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11	**SECTION VI - Technical Specifications for Handheld Dual-Biometric attendance devices with thumb and face recognition system along with software and operation & maintenance of the same with SIM and data charges for 2 years,** Sl no, 8 Battery Rechargeable Li-Ion 5200mAh	Please clarify battery would require internal or external. We recommend that please consider it with either internal or external with safety enclosure box.	Battery must be internal
12	**SECTION VI - Technical Specifications for Handheld Dual-Biometric attendance devices with thumb and face recognition system along with software and operation & maintenance of the same with SIM and data charges for 2 years,** sl no 10 Camera 8MP Auto Focus Read 1D&2D Barcode.	Requesting you please amend this clause Camera 2MP and 1.3 MP Dual RGB and IR Near Infrared Camera. For a biometric attendance system designed to capture employee daily attendance, high resolution cameras such as 8 MP are unnecessary and would significantly increase costs. The proposed specifications of a 2 MP RGB camera and a 1.3 MP IR camera are sufficient for accurate facial recognition and biometric authentication while ensuring cost optimization.	Tender Condition prevails
13	**SECTION VI - Technical Specifications for Handheld Dual-Biometric attendance devices with thumb and face recognition system along with software and operation & maintenance of the same with SIM and data charges for 2 years**, Add-on the new clause in technical specifications : Facial Algorithm : NIST listed	The Face Recognition algorithm should have been evaluated by NIST (FRVT/ FRTE/FATE) and given a performance benchmarking in last 03 years. Accuracy: How well the algorithm identifies or verifies faces. Speed: How quickly it processes facial data. Robustness: Performance under challenging conditions like poor lighting, varying poses, or aging effects. Governments and enterprises rely on NIST-listed algorithms because: NIST evaluations are independent and unbiased. A listing signifies that the algorithm has been tested for fairness, security, and reliability. It ensures that the technology adheres to international best practices. A NIST listing is essential for facial recognition algorithms to establish credibility, reliability, and marketability. It ensures the algorithm meets global benchmarks for performance and fairness, complies with regulations, and is trusted for sensitive applications. Without NIST certification, it may struggle to gain acceptance in regulated and high-stakes environments.	Tender Condition prevails
14	**SECTION VII : QUALIFICATION CRITERIA (Referred to in Clause 11.2(b) of ITT)** The tenderer/firm should have registered with the Concerned Statutory Authorities Establishment of the legal Statues place of registration and principal place of business of the company or firm or partnership	Please clarify which types of registration certificates needs to be submitted.	Should have all the certificates mentioned in the RFP document.

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15	**SECTION VII : QUALIFICATION CRITERIA (Referred to in Clause 11.2(b) of ITT)** The Bidder should possess the CMMI Level-3 Development Certification as on the date of bid and shall upload the necessary supporting documents.	Requesting to allow- CMMI Level-3 Development Certification or ISO 9001:2015/ISO 27001 certificate as on the date of bid and shall upload the necessary supporting documents.Considering that ISO certificate such as ISO 9001 (Quality Management System) or ISO/IEC 27001 (Information Security Management System) also demonstrate a robust process oriented approach, would the tendering authority consider accepting relevant ISO certifications as a alternative to CMMI Level-3 Development Certification? By accepting ISO certifications, the bidding process becomes more inclusive, allowing capable organizations to qualify while ensuring compliance with international standards. ISO standards are applicable across various sectors and business sizes, making them a versatile indicator of quality and capability, whereas CMMI is more focused on software/system development.	Tender Condition prevails

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